Bravura Security

Cessna Aircraft Company Uses Bravura Security Pass To Enable Self-Service Password Reset

CASE STUDY

Challenge: Cessna's IT help desk was inundated with password reset calls across five applications and 7500 employees.

Solution: The company selected Bravura Security to improve employee experience with the self-serve password manager and reduce help desk calls.

Outcome: With one hundred percent of employees adopting the solution at Cessna, parent company Textron Enterprises decided to adopt Bravura Security in all other divisions.

INDUSTRY
Manufacturing

REGION
North America

PRODUCT
Bravura Security Pass

Cessna Aircraft Company, headquartered in Wichita, Kansas, manufactures the most complete line of aircraft in the world. From Citation business jets, to freight- and passenger-hauling utility Caravans, to personal and small-business Single Engine Pistons, Cessna has an aircraft that fits nearly every flight plan. Cessna was acquired by Textron Aviation in 2014 to create an aircraft conglomerate including two additional aircraft companies, Beechcraft and Hawker.

The Challenge

Supporting over 7500 employees and five major corporate applications, Cessna's IT help desk was inundated with password reset calls. Cessna required a password management system to alleviate the stress. It needed to reduce password reset frequency and push resolution to a self-service model.

Not all users had accounts on all systems. Moreover, although most employees had email, some did not, so communication channels outside of email were also

needed to educate employees about the new solution and how to self manage their own passwords.

The Solution

Cessna licensed Bravura Security Pass to resolve its password reset challenges, improve employee experience and reduce calls to the help desk. Cessna selected Bravura Security Pass for two main reasons including ease of use and rapid deployment.

Its self-service feature means users are empowered to resolve their own password problems. Rapid deployment, using features such as auto-discovery, expedites deployment and enables early return on investment.

The Bravura Security deployment team had a concrete mandate: deploy Bravura Security Pass and enroll as many users as possible in just two months. Following the purchase of Bravura Security Pass, Cessna deployed the solution and commenced an accelerated

user enrollment program. Users were invited to complete their profiles using e-mails and popup web browser windows launched from login scripts.

With no requirement for client software or agents on existing servers, Cessna was able to perform the entire implementation and roll-out internally.

The Corporate Communications Department at Cessna was engaged early on and greatly assisted in creating employee buy-in and gaining user adoption. The communication team educated the company on the benefits of using Password Manager. They posted messages on the company Intranet, advertised in the bi-weekly company news brief and sent a series of emails to support the transition. Performance advisors in the HR Department assisted in training employees in using Bravura Security Pass.

Bravura Security at a Glance

Bravura Security is the only industry leader delivering identity and privileged access management across a single platform to ease implementation as your IAM and PAM roadmaps evolve.

"It was key to work closely with the corporate communications department first," says Terri Root, Project Leader, Cessna. "They were integral in the roll-out and communicating the benefits of Bravura Security Pass to the rest of the organization.

A Bravura Security feature called transparent synchronization eases the migration of users from old systems to new infrastructure. To maximize user adoption, Cessna developed Q&A profiles and sent out follow-up emails to prompt users who forgot to enroll for transparent synchronization.

"Transparent password synchronization was the key feature that really helped spur our user adoption process," says Root.

The Outcome

With an average of 230 new team members signed up daily, Cessna enrolled one hundred per cent of the 7500 users in two months. A post-deployment analysis led Cessna project leaders to conclude that they could have actually completed enrollment in less time with a few modifications like ensuring transparent synchronization was promoted earlier on.

With the successful user adoption of Bravura Security Pass, Cessna's parent company, Textron Enterprises, decided to roll-out the Bravura Security Pass solution in all other divisions. Bell Helicopters, for example, used the same user enrollment strategy as Cessna.

Initially 21,030 Textron Enterprise employees were using Bravura Security Pass with more added each additional year.

Using Bravura Security Pass as their total password management solution, Cessna IT improved customer satisfaction. With fewer passwords for employees to remember and a way for employees to troubleshoot and reset their own passwords on demand, the number of password reset calls to the help desk declined.